Polycom VVX 400 FAQ

Frequently Asked Questions – for Polycom Partners and Customers

The Overall Solution

Q: What is the VVX 400?
A: The VVX 400 is a 12 line color mid-range Business Media Phone designed to bring high-quality, cost effective solutions to office workers and attendants through advanced UC telephony features applications integration that enables the end user to accomplish core tasks as efficiently as possible while complementing their desktop office applications.

Q: What are some of the key features of the VVX 400?

A: The Polycom VVX 400 business media phone features:

- 3.5" TFT (320 x 240)
- 12 lines or speed dial keys
- HD Voice up to 7KHz on all audio paths (Speaker, Handset, Headset)
- 2 x Ethernet 10/100 or GigE (VVX410)
- Asian character support
- Hard Keys: 12-key dial pad, home, speaker, mute, headset, volume, messages, hold, transfer
- 4-way navigation cluster with center "select" key
- SupportsVVX Expansion Modules and VVX Color Expansion modules

Q: What are the key benefits of the VVX 400?
A: Top benefits are:
- Improve productivity for knowledge workers and office staff via an intuitive larger, color display and easy to use line appearances
- Make more efficient and productive calls with the unparalleled voice clarity of Polycom® HD Voice
- Reduce deployment and maintenance costs—the Polycom Zero Touch Provisioning and web based configuration tool makes the VVX 400 simple to deploy, easy to administer, upgrade, and maintain
- Leverage previous IT infrastructure investments—deploy VVX 400 business media phones on your existing network without needing to upgrade your call control platform
- Easily integrate with third-party UC and productivity applications for Broad Standards- based, open APIs

Q: Is local call recording possible with the VVX 400?
A: No, however local call recording is supported on the VVX 500 and VVX 600 Business Media Phones

Q: Does the VVX 400 support electronic hook switch capabilities?

A: Yes, the VVX 400 supports electronic hook switch capabilities with certain GN Netcom/Jabra, Logitech, Plantronics, and Sennheiser brand headsets. For more information, refer to a list of all the compatibility headsets on the Support Site

Q: What is the resolution on the VVX 400 screen?
A: The VVX 400 has a 3.5" inch color screen 320 x 240 pixel

Q: What will a demo kit consist of?
A: It is a self-contained demonstration kit that allows you to demo the VVX 400's point-to-point HD Voice calling capabilities without the need of the Internet.

Q: Can I use the VVX 400 on a SIP IP platform that is not on the list of Polycom VIP VVX certified partner platforms?
A: The VVX 400 phone is only supported for use on the approved platforms. We cannot guarantee interoperability or performance on any non-approved platforms.

Q: What standard is the PoE for VVX 400?
A: The VVX 400 supports IEEE 802.af Power-Over-Ethernet (Class 2) Standards.

Q: How do I order a VVX with a Power Supply Unit?
A: The VVX 400 ships PoE as a standard. If you would like to order a PSU it is considered an accessory and part number information can be found in the Polycom Price List.

Q: What is Polycom HD Voice™?
A: Polycom HD Voice delivers much clearer, more vibrant and life-like conversations than the traditional phone technology. It combines wideband codecs with our patented Acoustic Clarity Technology into a complete, integrated design to maximize the audio performance of the VVX phone. You can learn more at www.polycom.com/hdvoice

Q: What types of applications can you run on the VVX 400?
A: The VVX 400 supports HTML5 and XML-based applications including:
- Applications for communications enabled business processes (CEBP)
- Personal productivity applications, such as the Polycom Desktop Connector
- Exchange Calendar integration,
- Personalization applications

Q: What applications are available for the VVX 400?

A: Out of the box, the VVX 400 comes with the following applications:
Polycom Productivity Suite: Polycom Desktop Connector and Microsoft Exchange Calendar integration

The Polycom VVX 400 phone feature an open API and microbrowser that enable third-party application developers to integrate the desktop solutions with business applications such as unified communications (UC), customer relationship management (CRM), and appointment management systems.
In the future more applications will be available for the Polycom VVX 400 phone from third-party Developers.

Q: Which call control platforms are supported? A: A full list of call control platforms can be found in the VoIP Interoperability Matrix (Link?). We expect more call control platform support as time goes on.

Q: What is the standard warranty and software upgrade terms?
A: The VVX 400 has a one year hardware warranty this includes a one year of return-to-factory hardware support. Enhanced service packages are also available at the time of purchase. Partners are encouraged to renew or upgrade their service package at the end of the warranty period, if not before. To ensure timely notice of the availability of new software updates and upgrades, customers should register all products throught Polycom Connect for Partners.

Q: Does the VVX 400 support video conferencing?
A: No, the VVX 400 **does not support video** conferencing. The VVX 500 and 600 support video conferencing with an optional Polycom VVX Camera accessory that connects to those phones to enable video.

Q: Does the VVX 400 support media playback?
Yes, it supports some HTML5 media elements.